

# General Relief (GR) Program Guide (PG) Letter 54

April 9, 2009

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| <b>Subject</b> | <b>EXPEDITED INTAKE, ORIENTATION SCRIPT, AND LIEN PROCESSING UPDATES</b> |
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| <b>Effective Date</b> | Upon receipt |
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| <b>References</b> | County Policy |
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| <b>Purpose</b> | <p>The purpose of this Letter is to provide updates to the:</p> <ul style="list-style-type: none"><li>• preapplication process to include the evaluation for an Expedited Intake;</li><li>• Orientation script to remove references to “checks”; and</li><li>• GR Lien process to allow for Imaging.</li></ul> |
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| <b>Background</b> | <p>Expedited Intakes are allowed for individuals that meet the requirements based on their situation.</p> |
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The GR Orientation provides the applicant/recipient with necessary information about the GR Program and their Rights and Responsibilities under the GR Program.

GR Liens are required for all applicants to receive aid. The lien is recorded so that should the individual receive real property in the future, the County can recover the aid paid to the GR recipient.

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| <b>Changes</b> | <p>The GRPG section for Preapplication is being updated to include evaluating for an Expedited Intake as part of the Step by Step process. There are no changes in the actual evaluation.</p> |
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All references to “checks” are being removed since benefits are now issued via EBT or Direct Deposit.

With the implementation of Imaging, there is no longer a need to obtain three original signatures on the lien.

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| <b>Required Action for</b> | <p>The Deputy County Clerk must obtain the original signature from the applicant, including all aliases, on the lien. Then a copy is provided to</p> |
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**Liens** the applicant, the original lien is imaged into the case, and then the original is sent to Revenue & Recovery.

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**Forms Impact** No impact.

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**Automation Impact** No impact.

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**Quality Assurance Impact** Effective with the June 2009 review month, Quality Assurance will cite with the appropriate error any case that does not follow the requirements of this Letter.

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**Summary of Changes** The table below shows the changes to the GRPG.

| Section                           | Changes  |
|-----------------------------------|--|
| <a href="#">90-100.2.C</a>        | Evaluation for Expedited Intake added to Step by Step Preapplication instructions. |
| <a href="#">90-100 Appendix D</a> | Script updated to remove references to "checks."                                   |
| <a href="#">90-300.14</a>         | Lien instructions revised to allow for Imaging.                                    |

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**Manager Approval** ORIGINAL SIGNED BY:  
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Self-Sufficiency Programs  
Strategic Planning and Operational Support

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